

Exhibit D

**NUMBER:** 23-016-21**GROUP:** 23 - Body**DATE:** April 22, 2021

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SUBJECT:

Water Leaks At Sliding Backlite

OVERVIEW:

This bulletin involves inspecting and if needed replacing the rear sliding backlite if leaking.

MODELS:

2019 - 2020 (DT) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

NOTE: This bulletin applies to vehicles equipped with Rear Sliding Window (Sales Code GFD) or Rear Power Sliding Window (Sales Code GFE).

SYMPTOM/CONDITION:

The customer may comment on the following:

- Water leaks from the cab back, evident on rear seats, carpet, and potentially roof.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (A/R)	68303351AI	Rear power sliding glass (Sales Code GFE)
1 (A/R)	68426398AE	Rear power sliding glass (Sales Code GFE with Rear Window Defroster)
1 (A/R)	68335723AI	Rear power sliding glass (Sales Code GFE with Clear Tinted Glass All Windows)
1 (A/R)	68333671AH	Rear manual sliding glass (Sales Code GFD)

REPAIR PROCEDURE:

1. Inspect the rear sliding glass assembly from inside the cab, looking for cracks in the frame (Fig. 1) .

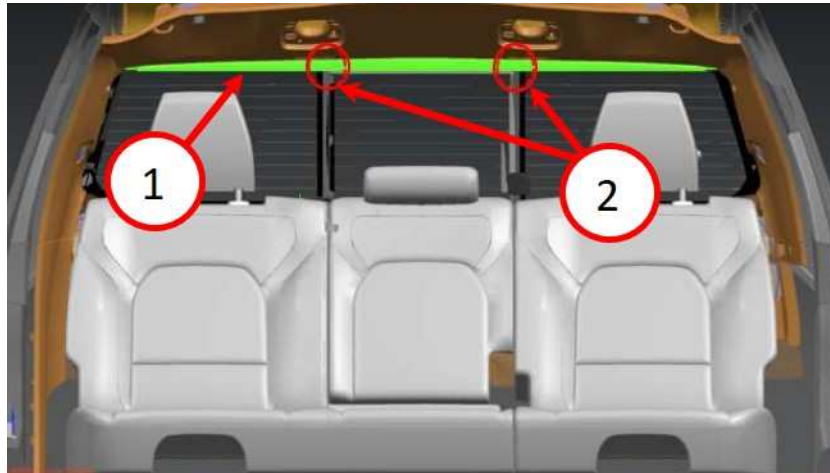


Fig. 1
Inside Truck Cab

- 1 - Upper Plastic Frame of Rear Sliding Glass Assembly (Green Area)
2 - Potential Crack Locations

2. Were any cracks (Fig. 2) or evidence of leakage in rear sliding window frame found?



Fig. 2
Cracks In Backlite Upper Frame

- YES>>> Proceed to [Step 3](#) of the Repair Procedure.
 - NO >>> This Bulletin does not apply. Normal diagnosis should be performed.
3. Replace the rear sliding glass assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Stationary Glass / Backlite, Sliding / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-32-94	Sliding Backlite - Replace Assembly (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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